



Supporter Services Assistant (Apprenticeship)

- Salary:** Competitive
- Hours:** Full-time
- Contract Type:** This is initially a 12-month fixed term contract for an apprentice who will gain a Customer Service Practitioner Level 2 qualification.
- Closing Date:** To be confirmed
- Location:** London Stadium, Stratford, E20 2ST, including agile working arrangements.

We are committed to the principle of equality and equal opportunities in employment and have been accredited with being a Disability Confident Leader. We will actively promote equality and equal opportunities in our business to ensure that individuals receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential skills and abilities.

West Ham United FC is committed to equality and safeguarding children and vulnerable adults. Positions that involve working with such groups are subject to safer recruitment protocols, including DBS Disclosure at enhanced level.

West Ham United staff enjoy generous benefits, including a contributory scheme, 25 days' leave and life assurance. You can also take advantage of interest-free travel season ticket loans, a cycle to work scheme and our employee wellbeing programme.

The role

This is a unique and exciting opportunity to start a career at West Ham United as a Supporter Services Assistant.

Working within the Supporter Services team, the post-holder will be responsible for assisting with enquiries, feedback and concerns from our supporters, across all Club communication channels, including by telephone, email, social media and in-person.



The role will also support the Club in delivering fan-focused projects and tasks, collaborating with colleagues across the football club, and providing general administrative support.

Working behind-the-scenes, the candidate will gain experience in the creation and delivery of matchday services for all West Ham United home matches at London Stadium.

The post-holder will work towards a Customer Service Practitioner Standard level 2 qualification to support their development in this job role.

Job Purpose:

The Supporter Services team is responsible for managing day-to-day contact with supporters and Club staff as well as playing an integral role in the Club's strategy for supporter consultation and fan engagement, ensuring the Club has strong relations with our fans and supporters' groups.

The team also manages supporter service and experience at London Stadium on home matchdays, with 50 Supporter Liaison Officers, assisting fans with enquiries and feedback inside and outside of the stadium, serving as a focal point for direct fan engagement.

In addition, the team routinely lead and support in the delivery of fan-focused projects across all departments and stakeholders, working closely with the Clubs functions for ticketing, accessibility, operations, marketing and communications and stadium management.

The Supporter Services team aims to provide the best service and experience with every interaction and to champion the voice of West Ham United supporters.

Key Responsibilities:

- Monitoring and responding to correspondence received to the Club with questions, concerns or complaints from supporters, ensuring these are passed on to the relevant teams, or dealing with them personally when appropriate
- Liaise with Club colleagues across multiple departments, stadium partners and external stakeholders on a daily basis to ensure supporters receive timely and effective responses to their enquiries, feedback and complaints
- Assist with enquiries as delegated by Supporter Services management team
- Monitoring fan forums, social media and other digital channels to identify issues raised by supporters and flag these to colleagues as necessary
- Escalating complaints to Supporter Services management team in a timely manner and within service team SLA's and KPI's
- Managing communication channels unique to Supporter Services, including Hammers Help Centre, @WestHamHelp and Fans section of WHUFC.com through:
- Seeking the latest service information from across departments in order to update Club channels in a timely manner
- Daily update of FAQ information on Hammers Help Centre
- Regular update of information on Fans section of WHUFC.com
- Creating regular and engaging content on @WestHamHelp
- Proactively answering supporter enquiries on @WestHamHelp
- Manage Clubs core matchday service function of 50 SLOs preparing service strategy; deployment plans; training; briefings; performance management; resources; fan engagement tools; relations with stadium staff



- Attend pre and post-match meetings
- Assist with all Supporter Services administration, meeting and event organisation
- Develop a comprehensive understanding of all matters relevant to Club and supporter relations
- Gather feedback (formally and informally) from supporters, identify key issues and opportunities and communicate these to the Club
- Support endeavours to continually improve relationships with key stakeholders

Matchday responsibilities:

- Expected to work all home games; and away matches on an ad-hoc basis when required

Equal Opportunities

1. To ensure that all departments are provided within an anti-discriminatory framework and take account of such issues as race, gender, sexuality, disability, religion, sexual orientation and age.
2. To carry out work in a manner which promotes equality of opportunity for both staff and clients.

Employees will be recruited and selected, promoted and trained on the basis of objective criteria.

Safeguarding:

1. Staff must evidence a commitment to the safety and welfare of children, young people and adults at risk regardless of their age, gender, language, religion, ethnic background or sexual identity and ensure the safety and protection of all children, young people and adults at risk taking part in any activity arranged by or in the name of the Club.
2. It is a requirement for staff to follow the Club's Safeguarding reporting procedures to report without delay, allegations of abuse, poor practice or which is or may, impact on the welfare of a child, young person or adult at risk. After contacting and taking guidance from the Safeguarding Team, staff must use the Club's Child Protection Online Management System (CPOMS) to record the concern within 24 hours unless directed to do otherwise.

Person Specification

The ideal candidate will have skills and experience in the following areas: -

Essential (E) Desirable (D)

Education, Qualifications, Experience

- Experience in a service focused role (D)
- Experience in using social media channels, particularly twitter (D)
- Experience of working in a professional, office-based environment would be preferable (D)
- Maths and English GCSES D-G (E) Maths and English GCSES A*-C (D)
- Excellent I.T. skills (E)
- Excellent written and verbal communication skills (E)



Abilities/Skills/Knowledge:

- Meticulous attention to detail
- Committed, hardworking, with a flexible approach to working hours
- Ability to work efficiently and deal calmly with pressured situations
- Ability to work effectively on your own and as part of a team
- Ability to think through problems and to offer solutions
- Reliable and flexible
- Willingness to learn
- Pro-active in resolution handling
- An interest in football and how a football club is run behind the scenes
- An ability to present arguments; factor in key information and produce reasoned ideas and thoughts
- An ability to manage data, including (but not limited to) supporter feedback (formal and informal) and other club data
- Understanding and commitment to the Club's Equality Policy and ability to promote anti-discriminatory practice.

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As an employer we are committed to promoting and protecting the physical and mental health of our staff.

To apply, please email your CV with a covering letter to humanresources@westhamunited.co.uk by **Sunday 25th 2021.**

Due to a high number of expected applicants, only those successful will be contacted